



## SHIPPING & SERVICE POLICIES

PSC's goal is to provide you with the highest level of customer service possible. Our Salon Matters team is ready to assist you during our business hours, Monday-Friday: 8:00 a.m.-4:30 p.m. Should an emergency arise, a live operator is available 24 hours a day.

### How to place an order:

Phone: 800-343-5289 or 815-744-3384

Fax: 815-744-6931

Email: [orders@pscspace.com](mailto:orders@pscspace.com)

Online: [professionalsalonconcepts.com](http://professionalsalonconcepts.com)

### Payment options:

We accept Credit Card, and A.C. H.

### Shipping:

Shipping is determined by order dollar amount in a tiered fashion:

Order Amount:

\$0-\$250	\$10.00
\$251-\$500	\$12.00
\$501-\$750	\$17.00
\$751-\$1,000	\$19.00
\$1,001-\$1,500	\$21.00
\$1,501 +	\$23.00

Babe Hair Extensions:

Should you place an order and an item from Babe is not in stock at PSC, we will have the item that is not available ship from our partner warehouse if you choose.

FedEx 2 Day (2 business days)

FedEx Standard Overnight (next business day)

No additional cost

\$25.00

**Same Day Shipping:**

We make every effort to ship all orders placed before 3:00 p.m. (Central Standard Time) the same business day. Orders placed after 3:00 p.m. will be scheduled for shipment the following business day.

**Backorders:** Any item that is out of stock will be put on a separate order and remain pending in your account. Once a back order becomes available, we will contact you to let you know that your items are in stock and ship to you at no shipping charge.

**Return Policy: Returns in excess of \$300.00 are subject to approval.**

1. Incur a 5% processing fee
2. Defective products may be returned to PSC for full credit with no fee. (A picture may be required)
3. Products must be returned to PSC within 6 months of purchase date in order to be eligible for credit
4. Products must be in resalable condition, in current packaging, and free of any price stickers, residue or damages from removal of stickers
5. Products returned with removable price stickers or salon labels will be charged a 15% clean up fee at the time credit is issued
6. Products returned with non-removable price stickers or salon labels will be returned to the salon with no credit due
7. Returns that are brought to The Space location that are under \$50.00 will be processed immediately, all others will be processed by our returns department within 24 hours
8. To ensure that your return arrives at PSC intact please be sure to use adequate packing material

**Non-Returnable Items:**

- Products not purchased within the last 6 months or discontinued packaging
- Products that are available as a limited time offer
- Products originally shipped at no charge as part of a promotion or opening order
- Paul Mitchell Tools (see full warranty information)
- Wahl Tools (refer to your instruction booklet for warranty)
- O2 Professional Tools (see full warranty information)
- Hair Extensions are non-returnable if opened

**Returned Checks (NSF's)**

A \$20 bank processing fee will be automatically added to any checks that are returned to PSC due to non-sufficient funds. Your account will be placed on hold and no orders will be shipped until the full amount has been paid inclusive of the \$20 bank fee. Non-sufficient funds checks need to be paid within 30 days otherwise a finance charge will accrue at 4% of the total amount due. If more than one NSF occurs, PSC reserves the right to require cash or credit card for all future purchases.

**Introductory Offers**

Introductory orders, by design, are created to influence the salon to become more involved with a product line for the first time. These packages are not meant for restocking purposes. PSC reserves the right to limit quantities on the purchase of introductory offers. Any introductory quotes received from PSC will be honored for 5 business days. After the 5 days, intros, pricing and free goods are subject to change.